



# DEPARTMENT OF CONSUMER AFFAIRS



## Consumer Services Representative

OPEN – STATEWIDE

[www.dca.ca.gov](http://www.dca.ca.gov)

The State of California and DCA is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

**WHO MAY APPLY**

Applicants who meet the minimum qualifications stated in this announcement and who have not taken this examination in the last 12 months, may take this examination, which is competitive.

**HOW TO APPLY**

Please submit an application (STD 678) to the address indicated below. **DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES.**

**WHERE TO APPLY**

**MAIL OR HAND DELIVER TO:**

Department of Consumer Affairs  
Attn: Selection Services (T. Sherel)  
1625 N Market Blvd, Suite N321  
Sacramento, CA 95834

**SPECIAL TESTING ARRANGEMENTS**

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application. The Selection Services Unit will contact you to make special testing arrangements. Telecommunications Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.

**FINAL FILE DATE**

**July 15, 2016** - Applications must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered, or received via interagency mail after the final filing date will not be accepted for any reason. Applications must have an original signature; therefore, faxed applications will not be accepted for any reason.

**SALARY RANGE**

**\$3,571.00 - \$4,472.00**

**EXAMINATION DATE**

The written test will be held August 16, 2016. (IF NEEDS WARRANT WRITTEN TEST DATE MAY INCLUDE AUGUST 17 AND 18 FOR SACRAMENTO CANDIDATES)

**REQUIRED IDENTIFICATION**

Accepted applicants will be required to bring either a photo identification card or two forms of signed identification to the examination.

**POSITION DESCRIPTION**

Under direction, the Consumer Service Representatives receive and examine consumer complaints and inquires and make recommendations for their resolution and do other related work. Typical tasks include receiving and registering complaints filed by consumers; developing facts of cases by telephoning, visiting, or corresponding with consumers, and the purveyor, manufacturer, or distributor of the product or service involved; making recommendations for the conciliation or adjustment of consumer complaints; providing information on consumer assistance available from Federal, State, and local governmental and private organizations; if necessary, they refer cases to field investigation for possible disciplinary action; and dictate correspondence and prepare reports.

**SEE REVERSE FOR ADDITIONAL INFORMATION**

**REQUIREMENTS  
FOR ADMITTANCE  
TO THE  
EXAMINATION**

All applicants must meet the education and/or experience requirements for this examination on the date that they complete and submit their application to the above address.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, o "or" II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**NOTE:** All applications must include: "to" and "from" dates (month/day/year); time base; range change if applicable, and civil service class titles. Applications received without this information may be rejected.

**MINIMUM  
QUALIFICATIONS**

**Experience:** *Either I*

Two years of experience in the California state service performing the duties of a class with a level of responsibility equivalent to that of Office Services Supervisor I involving substantial public contact with the general public interviewing complainants and receiving, resolving, and adjusting complaints.

*Or II*

Three years of experience in a commercial or governmental organization, or a professional, trade, or consumer association, with primary responsibility for receiving, and resolving or adjusting consumer complaints. (Experience in the California state service applied toward this requirement must be performing the duties of a class at a level of responsibility equivalent to that of Office Services Supervisor I.) (College training may be substituted for one year of the required experience on the basis of two years of education being equivalent to one year of experience.

**EXAMINATION  
INFORMATION**

**WRITTEN TEST - WEIGHTED 100%**

In order to obtain list eligibility, a minimum rating of 70% must be attained on the written examination.

**Knowledge of:**

1. Statutes, regulations, policies, and procedures that affect consumers and contractors.
2. English spelling, grammar, and writing.
3. Effective customer service methods and professional phone etiquette.
4. Methods and procedures for prioritizing incoming cases
5. Investigative techniques.
6. CSLB's role and jurisdiction in consumer complaint cases against contractors.

**Ability to:**

1. Read and write English at a level required for successful job performance.
2. Understand written sentences and paragraphs in work related documents.
3. Effectively organize ideas verbally and in writing.
4. Format and compose correspondence.
5. Perform mathematical calculations.
6. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions.
7. Learn, interpret, and apply regulatory laws and rules.

**SPECIAL PERSONAL  
CHARACTERISTICS**

Relative tact; poise; and communication/persuasive skills.

**ADDITIONAL  
DESIRABLE  
QUALIFICATION**

Education equivalent to completion of the twelfth grade.

**ELIGIBLE LIST  
INFORMATION**

An open eligible list will be established for the Department of Consumer Affairs. Names of successful candidates will appear on the eligible list in order of scores. Eligibility expires 12 months after it has been established, unless

**SEE NEXT PAGE FOR ADDITIONAL INFORMATION**

ELIGIBLE LIST  
INFORMATION  
CONTINUED

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the needs of the service and conditions of the list warrant a change in the period.

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VETERANS  
PREFERENCE  
CREDITS

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Veteran's preference credit will be added to the final score of all competitors in this examination who qualify for, and who have requested these points through California Department of Human Resources (CalHR). Veterans who have achieved permanent civil service status are not eligible to receive veteran's credits.

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CAREER CREDITS

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Career credits will be added to the final score of competitors who are successful in this examination.

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QUESTIONS

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If you have any questions concerning this announcement, please contact the Department of Consumer Affairs, Selection Services Unit, 1625 N. Market Blvd., Ste. N321, Sacramento, CA 95834, (916) 574-8370.

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### GENERAL INFORMATION

**It is the candidate's responsibility** to contact Tina Sherel Selection Services Unit at **(916) 574-8388** three weeks after the final filing date if a progress notice has not been received or if you have any questions regarding this examination.

**Applications are available at** the California Department of Human Resources (CalHR), local Employment Development Department offices, the Department of Consumer Affairs and at [www.jobs.ca.gov](http://www.jobs.ca.gov).

**The Department of Consumer Affairs' Selection Services Unit** reserves the right to revise the examination plan to better meet the needs of the service if there are any changes in circumstances surrounding the original examination plan.

**If you meet the requirements** to participate in this examination, you may take this examination. Possession of the entrance requirements, does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared against predetermined rating criteria. All candidates who pass will be ranked according to their score.

**Examination Locations:** Test locations are determined by the number of candidates and are limited or extended as conditions warrant. Ordinarily exams are scheduled in Sacramento, Norwalk, Oakland, Fresno, and San Bernardino.

**Employment lists:** Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the essential functions of the duties to the class. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.

**Veterans Preference:** Effective January 1, 2014, in accordance with the Government Codes 18973.1 and 18973.5, Veterans' Preferences will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veteran's Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

**Career Credits:** In Open, Non-Promotional examinations, Career Credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful, in the examination.

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**SEE NEXT PAGE FOR ADDITIONAL INFORMATION**

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